WASHINGTON STATE PATROL
QUARTERLY REPORT FOR AGENCY BUREAUS
OCTOBER – DECEMBER 2003

Forensic Laboratory Services Bureau

Field Operations Bureau

Technical Services Bureau

Investigative Services Bureau

Management Services Bureau

Fire Protection Bureau

For questions reference this document, please contact:

Captain Fred Fakkema
Government and Media Relations
(360) 753-5299 – office
(360) 753-5469 – fax
http://www.wsp.wa.gov

Message from the Chief…

I am very pleased to present you with the Washington State Patrol's *October-December 2003 Quarterly Report*. This report features some of the accomplishments of each of our six agency bureaus (*Management Services*, *Technical Services*, *Field Operations*, *Forensic Laboratory Services*, *Fire Protection* and *Investigative Services*) during the last quarter of 2003:

Chief Lowell M. Porter

I am excited and honored to be the 20th Chief of the Washington State Patrol. In my first few weeks as Chief, questions have come up as to the agency mission and how it may change. My response is simple: Chief Serpas and I—while we may be different in personality—are identical in our philosophies and beliefs about how a professional law enforcement agency should be run. Our core mission will remain the same. Our dedication and commitment to this core mission is our priority. Each bureau director feels as strongly as I do, and each bureau continually strives to enhance the quality of life for the people of Washington.

In response to Executive Order 03-01, the Patrol continues to have a presence around the state. Most recently, during the fourth quarter of 2003, we presented public safety forums in Sequim, Moses Lake, Pasco, and Seattle. All four events had excellent attendance, lively conversations, and opportunities for citizen feedback and coverage from the media. These forums allow us to involve businesses and other customer groups as a means of consultation and involvement. In addition, we are actively speaking to Rotary, Kiwanis, and other service groups throughout the state. In all of 2003, over 14,000 times a story or article was written or broadcast about the Patrol, communicating essential public safety information and messages to the public.

Our agency Performance Agreement with the Governor includes our progress in improving service delivery by responding to public requests in a consistent, timely, and responsive manner. We continue to work hard to be better each day in meeting the needs of our citizen requests.

I invite you to read about the achievements in all of our bureaus and I encourage you to direct your comments and questions to me at questions@wsp.wa.gov.

Sincerely,

CHIEF LOWELL M. PORTER

On the cover:

Forensic Laboratory Services Bureau: Forensic Scientist 2 Matthew Gamette, Spokane Lab DNA Section; Field Operations Bureau: Trooper Johnny Alexander; Technical Services Bureau: Jack Fulton, Senior Telecommunications Specialist with the Electronic Services Division; Investigative Services Bureau: Detective Craig Cardinal, Criminal Investigation Division; Fire Protection Bureau: Shirley Mott, Secretary-Administrative; Management Services Bureau: Marivic Runyan, Fiscal Technician.

TABLE OF CONTENTS

Diane C. Perry, CPA
Bureau Director
Management Services Bureau

The
*Management
Services Bureau* (MSB)
is responsible for management of
all agency financial activities;
preparation, justification, and allotment of the
department's operating and capital budgets; fiscal
notes on proposed legislation; human resource services to
Washington State Patrol employees, the agency, and the public;
comprehensive facilities management; performance of agency studies,
research, revisions to manuals, performance measures, and regulation
development; purchasing and management of supplies; and
management of the fleet of Washington State Patrol pursuit and other vehicles.

PROGRAM DESCRIPTION

A review of statistics related to trooper cadet attrition from 1998-2003 revealed that 22% of all trooper cadets did not complete the process. A breakdown of the 22% revealed:

- 36% were female
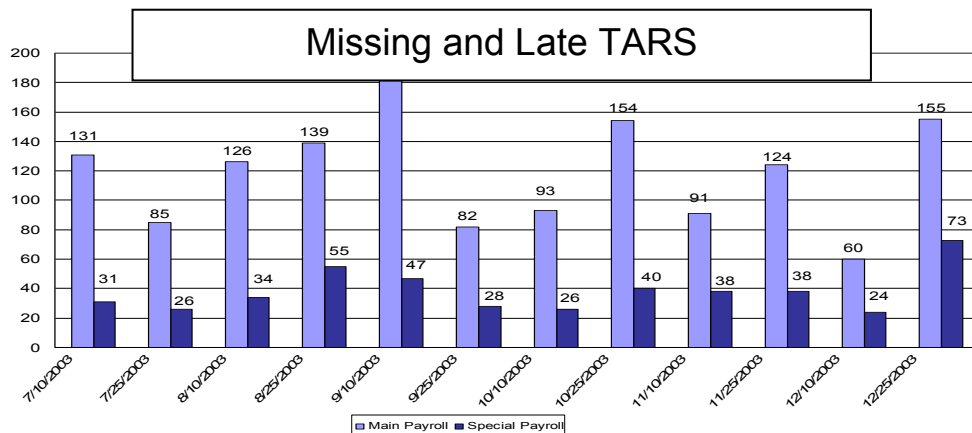- 20% were males
- 17% were ethnic minority

The number one reason given for leaving was that the "job was not for them." Other reasons included poor physical fitness, lack of initiative, poor judgment with driving, difficulty handing situations effectively, veracity, health issues, and child care/shift work.

Attrition will be addressed by providing a realistic orientation of job duties that will include showing trooper cadets a video about the job of trooper with a goal of reducing cadet attrition without lowering the trooper basic standards. Trooper cadets will be encouraged to ride-along with troopers and a thorough psychological evaluation will be conducted using the reasons given for leaving the program.

QUALITATIVE OR QUANTITATIVE MEASUREMENT

In an effort to improve efficiencies, a review of our Time and Activity Reporting System (TARS) determined that we could reduce our efforts by ensuring that TARS were completed correctly and in a timely manner.

A policy was developed to track and report late and missing TARS. The data on this chart indicate our efforts. With the changes implemented with this policy, we are able to reduce payroll overpayments, provide accurate reports, and reduce the workload of our employees.

Missing and Late TARS

Date	Main Payroll	Special Payroll
7/10/2003	131	31
7/25/2003	85	26
8/10/2003	126	34
8/25/2003	139	55
9/10/2003	181	47
9/25/2003	82	28
10/10/2003	93	26
10/25/2003	154	40
11/10/2003	91	38
11/25/2003	124	38
12/10/2003	60	24
12/25/2003	155	73

Legend: Main Payroll, Special Payroll

SIGNIFICANT ACCOMPLISHMENTS

A team of three assessors from the Commission on Accreditation for Law Enforcement Agencies (CALEA) conducted an on-site assessment of the WSP. CALEA requires annual reports and proof of compliance every three years in an on-site assessment. During the assessment, CALEA assessors conducted interviews and observed WSP operations to confirm compliance.

The WSP was the third state police agency to receive CALEA accreditation in 1988. The assessment provides the agency with the opportunity to celebrate successes, explain procedures, and elaborate on important topics.

The accreditation process ensures the agency complies with the 443 CALEA standards that detail every major aspect of law enforcement, including traffic operations, crime analysis, performance evaluation, recruitment, evidence collection, strategic planning, public information, and communications. These standards are designed to make an agency more efficient, accountable, and responsive to the needs of citizens.

The benefits of accreditation are numerous. Because of an emphasis on accountability and professionalism, accredited police agencies have fewer lawsuits, which save money. Accreditation also creates a network for police agencies to compare their methods and find new and improved ways of enhancing public safety. Most importantly, accreditation makes law enforcement agencies more effective in combating and preventing crime.

Deputy Chief Glenn M. Cramer
Field Operations Bureau

PROGRAM DESCRIPTION

The Field Operations Bureau has defined its core mission as addressing *DUI, Speed, Aggressive Driving,* and *Occupant Protection* (those violations that cause the most collisions and/or injuries). By focusing our efforts on these "core mission" areas, we have realized significant increases in each of these focus areas.

QUALITATIVE OR QUANTITATIVE MEASUREMENT

The table below reflects the results of our efforts in calendar year 2003 compared to calendar year 2002:

	Jan – Dec 2002	Jan – Dec 2003	Difference	Percent Change
DUI	18,511	22,472	3,961	21%
Aggressive Driving	10,503	12,995	2,492	23%
Speed Arrests	240,635	261,004	20,369	8%
Speed Contacts	503,682	564,242	60,560	12%
Occupant Protection (Arrests)	69,521	84,889	15,368	22%
Occupant Protection (Contacts)	87,994	110,523	22,529	26%
Total Violator Contacts	1,442,087	1,505,682	63,595	4%
Felony Warrants	2,336	2,529	193	8%
Misdemeanor Warrants	8,532	8,824	292	3%
Drugs - Felony	1,775	2,020	245	14%
Drugs - Misdemeanor	6,830	7,790	960	14%

The desired outcome of our enforcement efforts is to improve public safety. There has been a **2%** decline in the total number of collisions during calendar year 2003. This has included reductions in all types of collisions—specifically a **3%** decline in injury collisions, and an **11%** decline in fatality collisions. The decline in fatality collisions resulted in **37 fewer** deaths on Washington State roadways.

	Jan – Dec 2002	Jan – Dec 2003	Difference	Percent Change
Total Reportable Collisions	31,401	31,435	34	.10%
Fatal Collisions	343	308	(37)	-11%
Injury Collisions	10,939	10,632	(307)	-3%
Property Damage	20,119	20,497	378	2%

SIGNIFICANT ACCOMPLISHMENTS

The FOB is actively involved in reviewing our progress through monthly Strategic Advancement Forums (SAF). These SAF presentations are an opportunity to statistically evaluate the impact the WSP is having on driving behavior.

24 months since beginning weekly Strategic Advancement Forum (January 03 – December 03 versus January 02 - December 02)

- **Outputs or Efficiencies**
  — Approximately 684 road troopers
  — DUI arrests are up 21% (4,000 of 22,419)
  — Speeding contacts up 112% (282,756 of 535,034)
  — Seat belt contacts up 25% (21,254 of 104,941)
  — Aggressive driving contacts up 52% (14,199 of 41,505)
  — Drug Recognition Expert evaluations up 9% (89)
  — Total traffic stops up 4% (63,565 of 1,505,682)
    ♦ Citation decision rate is 31%
  — Felony/misdemeanor warrants up 4% (485 of 11,353)
    ♦ Or an average of 1.29 arrests per hour–every day, from a WSP traffic stop
  — Felony/misdemeanor drug arrests up 14% (1,205 of 9,810)
    ♦ Or an average of 1.11 arrests per hour–every day, from a WSP traffic stop

- **Outcomes or Effectiveness**
  — Total collisions on interstates and state routes are down 2% (608)
  — Total fatal collisions down 11% (37)
    ♦ Total state route fatalities down 14% (28)
  — Total injury collisions down 8% (825)
    ♦ Total interstate injuries down 7% (301)
    ♦ Total state route injuries down 8% (444)
  — Collisions requiring seat belt citations down 16% (66)

  — **Total citizen complaints down 11%**
  — **Total complaints of employee misconduct down 7%**

The *Technical Services Bureau* (TSB) provides many diverse services to the entire department, other law enforcement and government agencies, and members of the general public. The services include information technology, employee training and development, electronic and microwave system services, emergency communications, and criminal history.
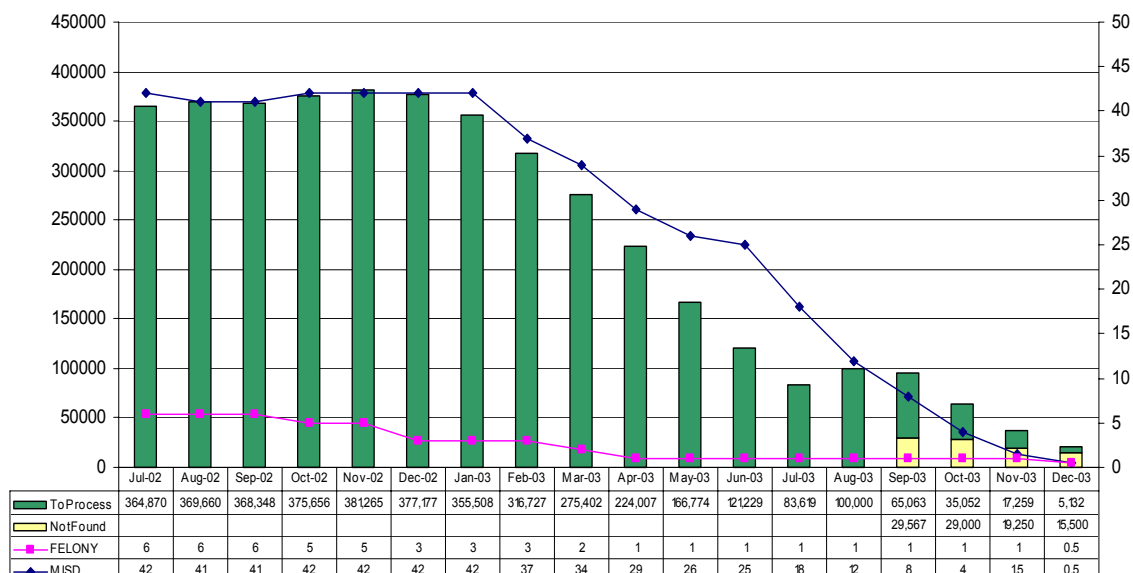
PROGRAM DESCRIPTION

BACKLOG ELIMINATION PROJECT ACHIEVES GOAL OF ELIMINATING BACKLOGS!!

Over the course of several years, the WSP's Criminal Records Division (like many other states) experienced the growth of a Criminal History Record Information (CHRI) backlog. Major factors contributing to the backlog included increases in fingerprint cards and court dispositions received and numerous technology projects that diverted staff from document processing.

The 2001 Legislature approved a two-year project to eliminate an arrest fingerprint card and court disposition backlog of 315,300 documents in the WSP Identification and Criminal History Section. The WSP received additional funding in the 2002 Supplemental Budget to process an additional 72,700 documents. Total funding of $2.089 million ($575,300 Byrne Grant and $1,514,000 State [Fingerprint Identification Account]) enabled the WSP to set the goal of processing 388,000 documents. This project began on July 1, 2001, and included 24 temporary employees.

QUALITATIVE OR QUANTITATIVE MEASUREMENT

WSP Identification and Criminal History Section
Disposition - Cycle Times
July 2002 - December 2003

	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03
To Process	364,870	369,660	368,348	375,656	381,265	377,177	355,508	316,727	275,402	224,007	166,774	121,229	83,619	100,000	65,063	35,052	17,259	5,132
Not Found															29,567	29,000	19,250	15,500
FELONY	6	6	6	5	5	3	3	3	2	1	1	1	1	1	1	1	1	0.5
MISD	42	41	41	42	42	42	42	37	34	29	26	25	18	12	8	4	15	0.5

The devotion of all project resources to fingerprint card entry resulted in the successful elimination of the fingerprint card backlog in December 2002. In January 2003, staff dedicated their focus to reducing the disposition backlog. A disposition report reflects the conclusion of criminal proceedings, such as guilty, not guilty, dismissed, etc.

Due to the extraordinary results of eliminating the fingerprint backlog and dramatically reducing the disposition backlog, additional federal Byrne grant funding ($295,000) was provided to extend 11 employees through December 31, 2003. This extension allowed the WSP to capitalize on the training and expertise of these temporary employees to completely eliminate the remaining court disposition backlog by the end of 2003.

Over 1.8 million documents were processed during this 2 ½ year effort. Seven hundred and thirteen thousand of those were backlogged documents, while the remaining were documents that were received daily during the 2 ½ year period. The WSP recently honored the staff responsible for the successful elimination of the section's backlog at an employee recognition ceremony.

The outstanding success in eliminating the backlogs is due to several factors, such as experienced staff willing to work overtime and continually examining and redesigning business practices to streamline operations. In addition, implementation of technology projects within the past year, such as electronic fingerprint submissions from local law enforcement agencies, has increased efficiency and is helping staff keep up with current workloads. A major technology project now underway includes electronic submission of dispositions from the Administrative Office of the Courts (AOC) system to the WSP system. The WSP anticipates the first phase of this project to be completed in early 2004. This and other technology improvements are essential to keep pace with both current and future workloads.

CHRI maintained at the WSP central repository is used by the entire state criminal justice community for investigations, officer safety, firearm licensing/purchasing decisions, and criminal sentencing. In addition, this information is used by hundreds of public and private entities such as schools, hospitals, nursing homes, and volunteer organizations to make employment and licensing decisions. By eliminating backlogs, more complete criminal history record information is provided to police, prosecutors, and the public and prevents them from having to conduct additional research, saving valuable time and resources.

Approximately 240,000 background checks are performed against the WSP data base each month. Over 60 percent of these are to screen applicants who want to work with children, persons with developmental disabilities, and vulnerable adults. Providing accurate and complete CHRI will assist our users in making better decisions regarding employment and whether to issue a concealed weapons permit, as well as criminal sentencing determinations.

The elimination of these backlogs sets the stage for future automated Justice Information Network projects where CHRI, along with other related criminal justice information, can be obtained from one source.

The
***Investigative
Services Bureau*** (ISB)
consists of five divisions that provide
various public services, including the
investigation of computer crimes, missing children,
narcotics, dismantling of clandestine labs, and the gathering
of criminal intelligence; public records and records retention;
inspection of commercial vehicles and school buses; and fatality and
criminal investigations.

**Deputy Chief Steven T. Jewell
Investigative Services Bureau**

Congratulations to Captain Brian Ursino for his leadership that led to the Criminal Investigation Division attaining ISB's "Division of the Year" award for 2003. Captain Ursino demonstrated proven performance in all elements under his command, only some of which are described below:

PROGRAM DESCRIPTION

The Criminal Investigation Division (CID) has three core mission areas: ***felony collision investigation***, ***auto theft***, and ***criminal investigations***. Every employee of CID is a valued member of a team committed to:

- Excellence in criminal investigations;
- Compassion toward crime victims and their families; and
- Bringing criminals to justice.

QUALITATIVE OR QUANTITATIVE MEASUREMENT

CID experienced incredible increases in productivity in every core mission area during calendar year 2003:

Felony Collisions	2003	2002	Change (%)
Felony Collision Cases Completed	193	156	23.7%
Case Cycle Time (calendar days)	65	62.5	4%
Prosecutor Acceptance Rate	94.1%	90.4%	3.7%
Physical Arrests	36	32	12.5%
Road Closure Time (hours:min)	3:15	3:20	-2.5%

Although our collision detectives completed **23%** more cases, their case cycle time only rose **4%**. At the same time, the number of our cases accepted by the prosecutor (one measure of case quality) rose by **3.7%** to **94.1%**.

Auto Theft	2003	2002	Change (%)
Washington State Stolen Vehicles	40,748	39,370	3.5%
Cases Completed	398	225	76.9%
Stolen Vehicles Recovered	430	294	46.3%
Physical Arrests	132	32	312.5%
VIN Inspections Conducted	45,770	46,698	-2.0%
Additional Stolen Vehicles Recovered from VIN Inspections	120	117	2.6%

Washington State currently ranks fourth in the nation in auto theft (based on rate per capita); however, the rate of increase has slowed from previous years, showing that our efforts may have contributed to reversing the trend. CID Auto Theft detectives recovered 46% more stolen vehicles and arrested 312% more auto thieves in 2003 compared to 2002. Part of the auto theft program includes the Vehicle Identification Number (VIN) inspection program for salvage vehicles applying for Washington titles and licenses.

CRIMINAL INVESTIGATIONS

CID detectives completed 241 criminal investigations ranging from homicides to officer-involved shootings, identity theft, and threats against government officials. One of the most highly publicized criminal investigations undertaken by CID was the Tacoma Police Department investigation. Five CID investigators were assigned to this case full time for six months, culminating in a joint press conference including the Chief of the Washington State Patrol, the Washington State Attorney General, the U.S. Attorney for the Western District, and the Federal Bureau of Investigation, where the completed criminal investigation was used as a call for reform and to launch an internal administrative investigation that is still ongoing.

CID also has detectives assigned to specialized units such as a Cooperative Disability Investigation Unit (CDIU), Fuel Tax Evasion Unit, and Major Accident Investigation Team (MAIT).

SIGNIFICANT ACCOMPLISHMENTS

CID was selected as the inaugural winner of ISB's "Division of the Year" award.

	2003	2002
■ Total CID Cases Completed	1,002	752
◆ Case Cycle Time (Days)	28	36
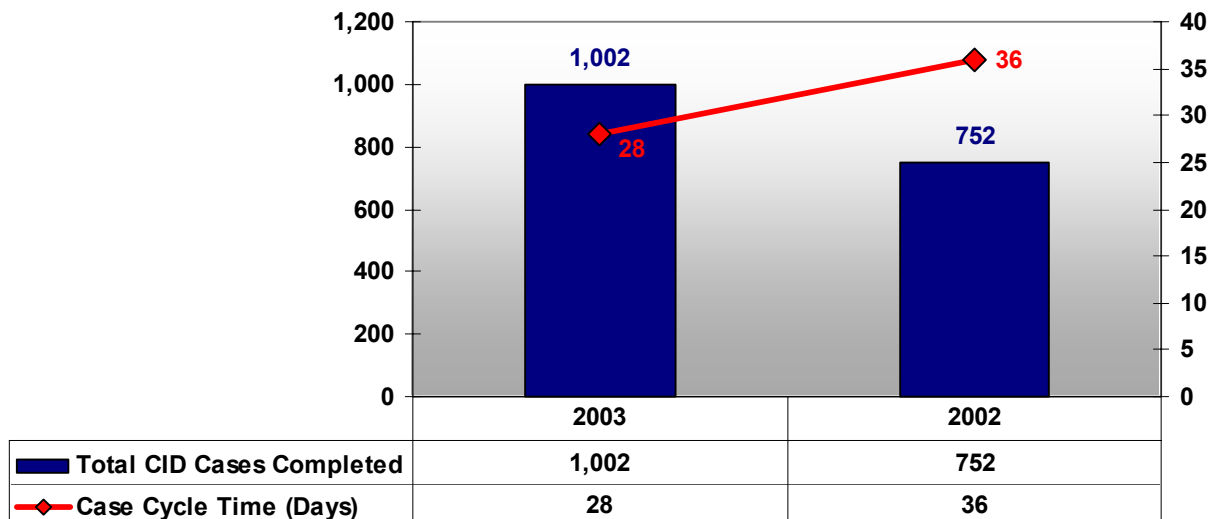
33% more cases completed in 23% less time

Other accomplishments include:

- The CDIU, comprised of CID detectives and agents from the Social Security Administration, finished 2003 ranked fifth in the nation among the 18 CDI Units nationwide, but number 1 among the four units established in January 2003,

- In 2003, four MAIT-investigated cases resulted in a civil mitigation rate of 83% (of the $18 million in tort claims filed against the state, only $3 million was awarded or settled).

- A CID Problem Oriented Public Safety (POPS) project has resulted in the statewide adoption of a program to link families of fatality collision victims to non-profit organ and tissue donation organizations. Preliminary assessment of this project indicates a referral rate increase of zero to 100% and a consent rate of 55%.

For more information regarding the Criminal Investigation Division, contact Captain Brian Ursino at (360) 753-0315, ext. 159.

The *Office of the State Fire Marshal, Fire Protection Bureau*, (FPB) provides services to fire districts, government agencies, members of the media, and the general public. These services include fire investigations; fire incident reporting and data collection; fire code review and adoption; construction plan review for fire sprinkler and alarm systems; and fire inspections of high risk occupancies housing elderly and vulnerable populations. In addition, the bureau regulates the fireworks and sprinkler industry through a licensing program. The State Fire Training Academy provides training to the state's fire departments and districts. The Fire Protection Bureau also provides coordination of Washington State fire service resources for mobilization during natural or human-caused disasters. Terrorism and hazardous materials training, fire and life safety prevention education, and public information services are also responsibilities of the Fire Protection Bureau.

Mary L. Corso, Bureau Director
Fire Protection Bureau

PROGRAM DESCRIPTION

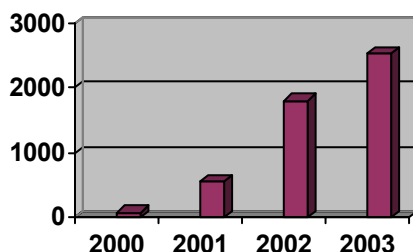### BASIC FIREFIGHTER TRAINING PROGRAM

Fire fighters require many levels of training to perform their various tasks in a safe and competent manner. The Basic Fire Fighter Training Program, through the Fire Protection Policy Board, was developed to help the fire service community establish important minimum safety training standards for each level.

The purpose of the Basic Fire Fighter Training Program is to provide a uniform plan of financial support for modular training options to ensure fire fighters across the state meet a basic level of safe performance and professional development. The objective of the Basic Fire Fighter Training Program is to ensure that every fire department in the state of Washington has the ability and opportunity to provide their fire fighters with basic fire fighter training that is affordable, accessible, achievable, and based on community risk.
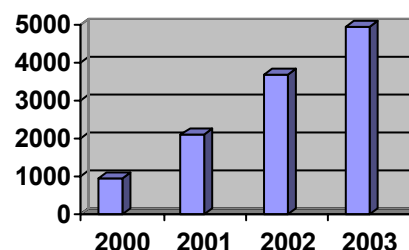
The program was developed as a direct result of RCW 43.43.930 which provided state funding for fire fighter training at the local level. The program provides reimbursement for training to fire departments at the rate of $3.00 per hour of training up to 200 hours per fire fighter. Training requirements are provided in 11 instructional modules intended to provide fire departments with basic safety and professional requirements.

QUALITATIVE OR QUANTITATIVE MEASUREMENT

Completed Training

	2000	2001	2002	2003
(values)	~100	~500	~1700	~2500

In Training

	2000	2001	2002	2003
(values)	~900	~2000	~3600	~4900

10

As noted on the graphs, participation and completion of the program continues to increase each year. As of the end of 2003, there have been 5,000 fire fighters enrolled in the program, with approximately 50% completing all tasks and requirements.

SIGNIFICANT ACCOMPLISHMENTS

In 2003, the Basic Fire Fighter Training Program simplified its application process, expanded the program, and provided reimbursement enhancements.

- The application process was reduced from 9 steps to 6 steps and assumes that, if properly completed, the customer handles only 1 piece of paper instead of 14 for a class of 10 fire fighters.

- The training modules were increased from 4 to 11, providing flexibility to customize instruction driven by individual department needs meeting minimum safety standards.

- The reimbursement to fire departments was increased from $2.00 to $3.00 per hour with an increase in the number of eligible hours from 150 to 200 per fire fighter.

The
Forensic Laboratory Services Bureau (FLSB) provides a wide range of forensic science expertise to city, county, and state law enforcement officers, assisting agencies at crime scenes, preparing evidence for trials, and providing expert testimony. The bureau coordinates the efforts of the State's Breath Alcohol Test Program, Drug Evaluation and Classification (DEC) Program, six Crime Laboratories, the Latent Print Laboratory, and the State Toxicology Laboratory.

Dr. Barry K. Logan, Bureau Director
Forensic Laboratory Services Bureau

PROGRAM DESCRIPTION

ELIMINATION OF BACKLOG REQUESTS OVER ONE YEAR OLD

In 2003, the Crime Laboratory Division received nearly 24,000 requests for service, a 4% increase over 2002. During that same time, two new scientists were hired, but two resigned and two were administratively unavailable for casework. This represents an overall net reduction of two casework FTEs.

In assessing the overall negative impacts to customer service, it was discovered that the division had 350 requests that were a year old or older. As new requests continued to pour in daily, concern mounted over the older requests. A major concern was that many of the old requests involved serious crimes against persons and the forensic work was needed in order to bring those responsible to justice. Another significant concern was that doing nothing about the problem would, over time, erode the positive relationships between the division and its client agencies.

The division decided to track the number of requests over a year old on a monthly basis. The division's monthly managers' meeting has been restructured in a Strategic Advancement Forum format, and this backlog reduction program has become a reportable item at each meeting. Each laboratory manager has been given specific goals, and all of the managers, supervisors, and scientists are working as a team to reduce and eventually eliminate all requests over a year old. Strategies such as teamwork, effective use of overtime, balancing resources, and effective communication with detectives and prosecutors all play a role in helping the division be successful.

QUALITATIVE OR QUANTITATIVE MEASUREMENT

NUMBER OF REQUESTS OVER ONE YEAR OLD

The division's Laboratory Information Management System can track the age of all of the requests that have been submitted. Each month, a report is run providing the laboratory number, request number, submittal date, agency, request status, and request age. This report is reviewed at each monthly managers' meeting, and individual managers report on work that has been accomplished in their laboratory.

SIGNIFICANT ACCOMPLISHMENTS

By the end of 2003, the number of requests over a year old had been reduced by 44%. Work on this important project will continue until all requests over a year old have been eliminated. An important note is that the 44% reduction in old request backlog was accomplished without any increase in staff, and in fact, scientific staff was effectively reduced by 2.0 FTEs during this period. This speaks directly to the dedication and hard work on the part of the managers, supervisors, and scientists of the Crime Laboratory Division.